MISSION

Our mission is to be the best library we can be through our exceptional service, relevant resources and unwavering commitment to the enjoyment of reading, lifelong learning, intellectual freedom and community…and to have fun doing it!

The Wiggin Memorial Library's technology plan will support the library's mission by supporting efficient access to ideas and information. We aim to make technology a seamless part of the services we offer to all library users and to take advantage of the benefits of today's technology such as access for those with disabilities, nontraditional schedules, and others who find it challenging to access the library and information. Every effort will be made to keep hardware and software current (in four-year cycles) in order to meet the needs and expectations of the community.

This technology plan will assist the Library Director and the board of trustees in making informed decisions regarding technology and related issues such as staff training. This plan should be viewed within the larger context of the library's strategic plan.

GOALS

I. Public Services

- Provide access to relevant and high-quality electronic resources to library users of all ages.
- Assist users of electronic media through personal service and printed and online materials.
- Keep hardware and software current within 4 year cycles for compatibility.

Objective 1: Create instructional programming for the library's electronic resources
- ☐ Drop-in Q&A sessions
- ☐ Online guides & tutorials
- ☐ Printed materials for newly added resources

Objective 2: Train staff in helping patrons use electronic resources
- ☐ Create technology competencies for all staff to be included as part of annual evaluation process
- ☐ Plan an annual staff training session on use of an electronic resource
- ☐ Regularly distribute training opportunities to staff

Objective 3: Install & begin using Koha Integrated Library System (ILS)
- ☐ Work with ByWater Solutions to determine necessary parameters, create protocols and manage data migration
- ☐ Create displays, printed and online materials to help users navigate the new online catalog
- ☐ Implement new customer service features available in Koha
- ☐ Train staff in use of circulation/cataloging features of Koha
- ☐ Train staff in assisting patrons with Koha

Objective 4: Increase opportunities for communication between the library and the community
- ☐ Implement use of library users' e-mail addresses for notifications in Koha

- ☐ Create feedback/suggestions form or area on the Library Web site
- ☐ Continue to create and send "Dewey Dispatch Online Edition" via e-mail
- ☐ Publicize library "e-mail list"

Objective 5: Maintain access to electronic services and resources.

- ☐ Maintain and evaluate current subscription electronic resources (such as the online encyclopedia and periodical full-text database) and select new subscription electronic resources
    - ☐ Publicize all databases
    - ☐ Track database usage for cost-benefit analysis and collection development
- ☐ Maintain 4-year cycle of replacement for staff & public-use computers, including software

Objective 6: Improve the public service aspects of the library catalog and circulation system

- ☐ Upgrade to new versions as they become available and implement enhancements
- ☐ Maintain Web access to the library catalog and links to the World Wide Web from catalog searches and records
- ☐ Use statistical reports generated from ILS to evaluate use of the collection and to improve offerings

Objective 7: Maintain a library Web site including the library catalog and subscription electronic resources

- ☐ Revise library home page at least weekly
- ☐ Add additional capabilities to the site: standing reserve lists, etc. Use interactive forms when possible
- ☐ Train staff in the navigation, use and teaching the use of the Web site
- ☐ Work with town administration to manage the town government site to advance the library's role as a community information center
- ☐ Publicize the features of the Web site to the community and all library users
- ☐ Advocate for all public town information to be made available electronically

Objective 8: Improve accessibility to technology

- ☐ Investigate hardware, software and programming options to make in-library computer use more accessible to those with disabilities
- ☐ Investigate software and programming options to make the Library Web site more accessible to those with disabilities

Objective 9: Improve usability of technology

- ☐ Investigate options for "federated searching" to link all library resources into one search
- ☐ Investigate implementing the "Online Newstand" project to allow easier access to periodical articles

Rev. 5/2011

II. Collection Development
- Select and maintain a relevant and high-quality collection of electronic materials
- Manage collections in all formats regarding library and home use of electronic resources.

Objective 1: Link from the library Web site to librarian-reviewed resources
- ☐ Create system for staff submission of Web site links
- ☐ Monitor links on a regular schedule to ascertain that links are accessible, useful and appropriate
- ☐ Maintain access to at least one full text database and one encyclopedia online

Objective 2: Convert selected local history and genealogy resources to electronic format to increase accessibility and help to preserve the collection
- ☐ Work with Stratham Historical Society to avoid duplication and coordinate efforts
- ☐ Develop list of priority items for conversion
- ☐ Investigate grant funding for digitization projects

Objective 3: Purchase quality resources regarding electronic resources for circulation
- ☐ Add materials to the collection that can help users make informed decisions about purchasing and using electronic resources
- ☐ Maintain a collection age in this area of no more than 5 years for specific technologies or software and no more than 10 years for other materials

III. Staff Services
- Provide/Maintain current, relevant technology for staff use to maximize productivity
- Train staff in the use of that technology

Objective 1: Internal Tech Support
- ☐ Develop training and a staff manual so that staff can troubleshoot simple problems and identify and communicate larger ones.

Objective 2: Increase staff productivity through the use of technology
- ☐ Maintain 4-year cycle of replacement for staff computers, including software
- ☐ Maintain security on public computers to protect against changes in configuration and access to the network

Objective 3: Increase staff skills in using the electronic tools available
- ☐ Support staff training on Windows, Microsoft Office, ILS, etc., through outside educational institutions or agencies
- ☐ Create technology competencies for all staff to be included as part of annual evaluation process

IV. Facilities and Equipment
- Provide technology resources and environment to support the objectives of the library

Objective 1: Create disaster recovery plan to protect the library's investment in data and staff time and to minimize downtime
- ☐ Update disaster plans
- ☐ Update power outage plans for Koha (new ILS); train staff

Objective 2: Proactive disaster prevention
- ☐ Maintain UPS protection for all computers & server

☐ Maintain current procedure of backups of circulation and catalog files and other important staff files; Review at least annually
    ☐ Rotate backup media and store at least one recent backup off-site

Objective 3: Virus & Malware Protection
☐ Research available products to compare with current for replacement
☐ Review schedule for virus software updates on all Internet-connected computers
☐ Install virus protection on any new computers

V. Community Relations

- Design and maintain a marketing program to communicate the availability of electronic resources
- Promote the library as a communications and technology access center

Objective 1: Promote all current databases and online resources to increase usage statistics
☐ Drop-in technology q&a sessions
☐ Create online demos to be viewed in the library
☐ Series of press releases
☐ Promote resources in online Dewey Dispatch, print Dewey Dispatch and in local news media
☐ Investigate targeted marketing of online resources: groups/businesses/students

Objective 2: Use technology to promote the library
☐ Maintain the library web site as a marketing tool; home page should be updated at least weekly
☐ Promote library through the weekly e-newsletter and e-news on the Town's web site
☐ Use facebook to advertise library events, materials and resources; post updates at least twice per week
☐ Investigate using Twitter to promote new additions to the collection

Objective 3: Compile and review usage and satisfaction statistics
☐ Generate usage statistics:
    ☐ from electronic databases and from the library's online catalog and use the statistics to evaluate the electronic resources offered
    ☐ from use of the library Web site
    ☐ Develop a way to track usage of the library's wireless network
☐ Create ways for library users to transmit library suggestions and feedback electronically and/or in the library

VI. Interagency Cooperation

- Coordinate with other town departments, the schools, community organizations, service agencies and other libraries to improve electronic services to the community

Objective 1: Work with community cultural, educational, and social agencies and organizations to link Web sites and expand access to community information
☐ Work with town administration to manage the town government site
☐ Assist town organizations and committees to develop and maintain informative Web pages and/or sites
☐ Link to local schools from the Library Web site

Objective 2: Convert selected local history and genealogy resources to electronic format to increase accessibility and help to preserve the collection
- ☐ Work with Stratham Historical Society to avoid duplication and coordinate efforts
- ☐ Develop list of priority items for conversion
- ☐ Investigate grant funding for digitization projects

Objective 3: Expand outreach
- ☐ Develop a list of community organizations that may be of use to library patrons to be included as links on library web site

PROJECTS & INVESTIGATIONS: 2011-2014

I. To Do
- ☐ Create drop-in Q&A sessions
- ☐ Create online guides/tutorials/demos for EBSCO, Novelist, Learn A Test
- ☐ Create/update print materials for any newly added resources
- ☐ Create staff technology competencies for use in annual evaluations and to guide training
- ☐ Plan/implement at least 1 in-house staff training on use of downloadable audio- & e-books
- ☐ Regularly distribute training opportunities to staff
- ☐ Install Koha
  - o Determine necessary parameters, create protocols, manage data migration
  - o Create displays, printed/online materials to help users
  - o Implement new customer service features in Koha (e-mail notifications, patron access, etc.)
  - o Staff training: circulation, cataloging
  - o Staff training: patron features
- ☐ Create feedback/suggestion form on the Library Web site
- ☐ Create system for staff submission of suggested web site links
- ☐ Develop list (with Stratham Historical Society) of priority items for digital preservation
- ☐ Develop staff manual for troubleshooting technology problems
- ☐ Update power outage circulation plans for Koha (new ILS); train staff
- ☐ Create disaster plan
- ☐ Review schedule for antivirus/malware software updates on all Internet-connected computers
- ☐ Write series of press releases about online resources

II. To Investigate
- ☐ Hardware/Software/Programming options to make public access computers more accessible to those with disabilities
- ☐ Software/Programming options to make library web site more accessible to those with disabilities
- ☐ Options for federated searching for all library resources
- ☐ Implementing the Online Newstand project
- ☐ Grant funding for digitization/preservation projects
- ☐ Replacement antivirus/malware products
- ☐ Targeting marketing of online resources: local groups, businesses, students
- ☐ Local organizations of use to library patrons to be included as links on library web site

Signatures of the Board of Trustees indicates adoption of this plan.

_____, Trustee   Date:_____

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Rev. 5/2011